



Inclusive Mobility on Demand – A Ride to Transit

Agenda

- Welcome & introductions
- Review & feedback
- MOD objectives & performance measures
- WAV centralized dispatch survey
- Logistics & next steps



Welcome & Introductions

Reminder, please:

- State your name before speaking
- Speakers, please read slide content aloud
- Mute yourself when not talking (*6 on phone)
- Use raise-hand feature to ask a question or make a comment (*9 on phone)
- Feel free to use the chat – Margo or Lizzie will read your comment/question aloud
- To toggle live transcript, click CC > Show/Hide Subtitle
- Gov't staff, please hold comments/questions until individual participants and non-profit partners have shared



Welcome & Introductions

Introductions:

- Name, pronouns, organization (if applicable)
- Ice-melter: First job!



Review: First two meetings

March meeting (3/22)

- Defined mobility on demand:
 - An innovative way to connect people with where they want to go, when they want to be there
 - **Flexible, simple, everyone, safe, ease of access, timely, dignified, equitable, humane, versatility**

April meeting (4/20)

- Stakeholder analysis – Who's missing? Who could benefit?
 - People who don't currently use transit very much but could if the access barriers were lower
- Engagement activities
 - Start with existing data – what do we already know about transit access barriers?

Review: Last meeting (5/18)

Existing data about transit access barriers:

- What do we still need to know?
- What questions would we ask in surveys/ focus groups? Who would we ask?



Potential mobility on demand solutions:

- What elements of these solutions are compelling?
- What elements are concerning?
- What do we want to discuss further next time?



Existing data: What we heard from you

Interested in:

- Impact of income on internet access
- Internet access vs. use/engagement
- Affordability
- Impact of race/ethnicity on transit access barriers
- Safety

Still want to know:

- Market size for riders with disabilities who could/would use fixed route transit if barriers were removed
- Considerations for non-English speakers other than language barriers
- How we can address needs such as bus shelters and increased affordability and access to door-to-door transportation
- What does impact look like? How do we measure it? Who is the target/focus population? What do we mean by “inclusive”? Are there other barriers we have not thought about? What are some new challenges and needs related to the pandemic?
- Some sort of sliding scale analysis of the trips people choose to make or not make based on variables (weather, time of day, cost, time, physical difficulty, stress level, etc.)

What solutions are compelling? Concerning?

Compelling

- Central dispatch system
 - Where riders can explain/convey their needs
 - Being able to call in and get a ride quickly
- Accessible micromobility (bikes/scooters)
- Making it easier and safer to get to a bus stop or light rail station
- Improving response times
- Taxi scrips + Uber/Lyft
- Replicating Rideshare to Transit pilot using Metro's upcoming rider rewards feature

Concerning

- Limited service areas
- Price/affordability (e.g., wheelchair accessible taxis too expensive)
- Driver awareness and training
- Via to transit isn't scalable to the whole city/county
- Incomplete infrastructure for micromobility, shortage of providers with accessible devices
- Cultural and language barriers
- COVID safety concerns
- Length of trip

Today's discussion

Mobility on demand objectives and performance measures

Overview of drafts/examples

Discussion questions:

- What categories of objectives are we missing?
- What are our priority objectives for this pilot?

Stakeholder engagement

Opportunity to provide feedback on WAV centralized dispatch survey

Discussion questions:

- What initial input do we have on these draft questions?
- What questions are missing (that we think could fit into this survey)?

Mobility on Demand objectives and performance measures

What are we trying to accomplish? (Goals)

Overall project goal: Inclusively plan and implement a convenient, low-barrier mobility on demand solution that connects older adults and people with disabilities to Seattle's mass transit system.

Inclusive Planning Process

- Participant-centered and compensated
- Aiming for ~Level 5 on the [Pathway to Inclusion](#): **Participants share decision-making**

Mobility on Demand Solution

- An innovative way to connect people with where they want to go, when they want to be there
- **Flexible, simple, everyone, safe, ease of access, timely, dignified, equitable, humane, versatility**

What are we trying to accomplish? (Objectives)

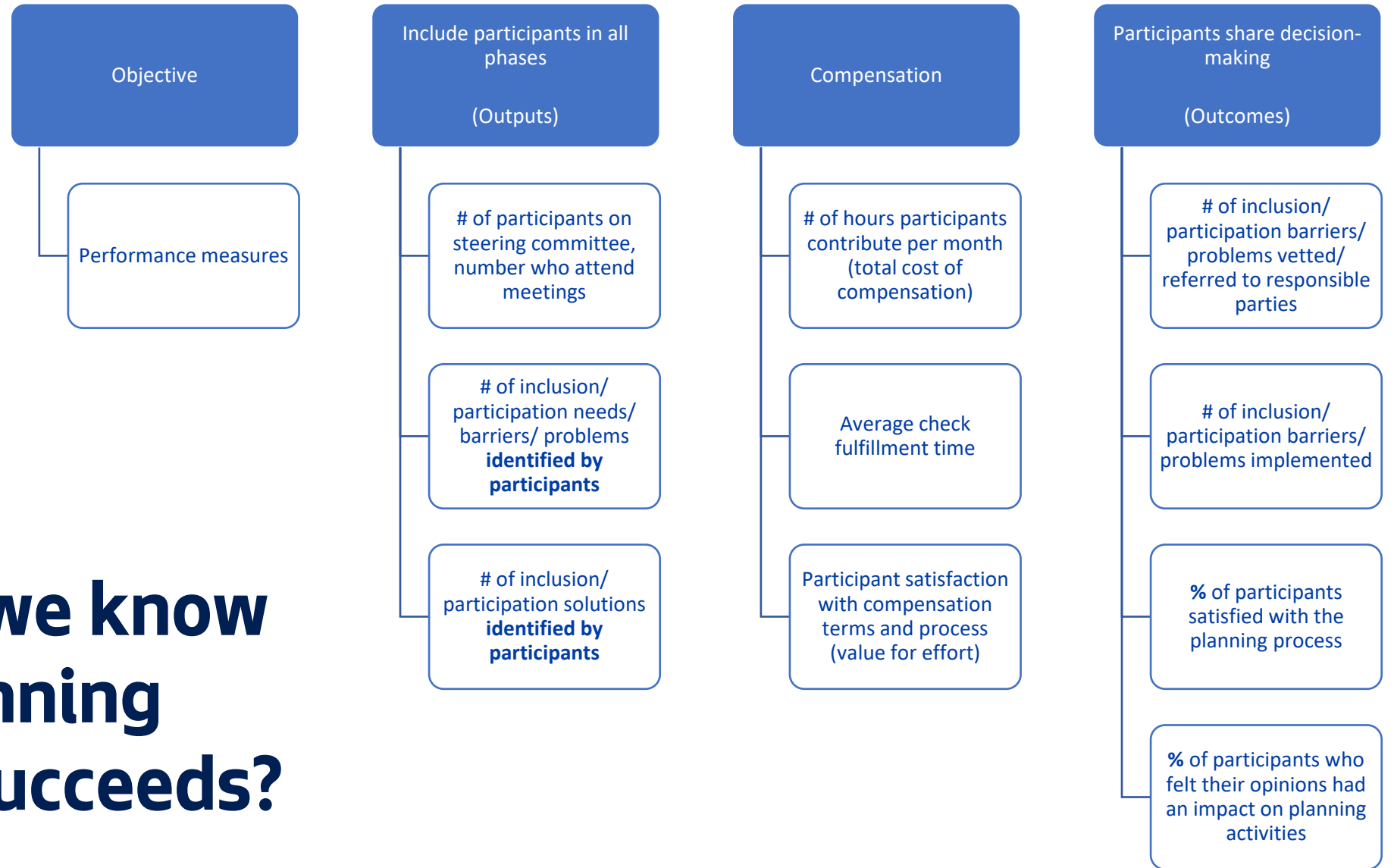
Inclusive Planning Process

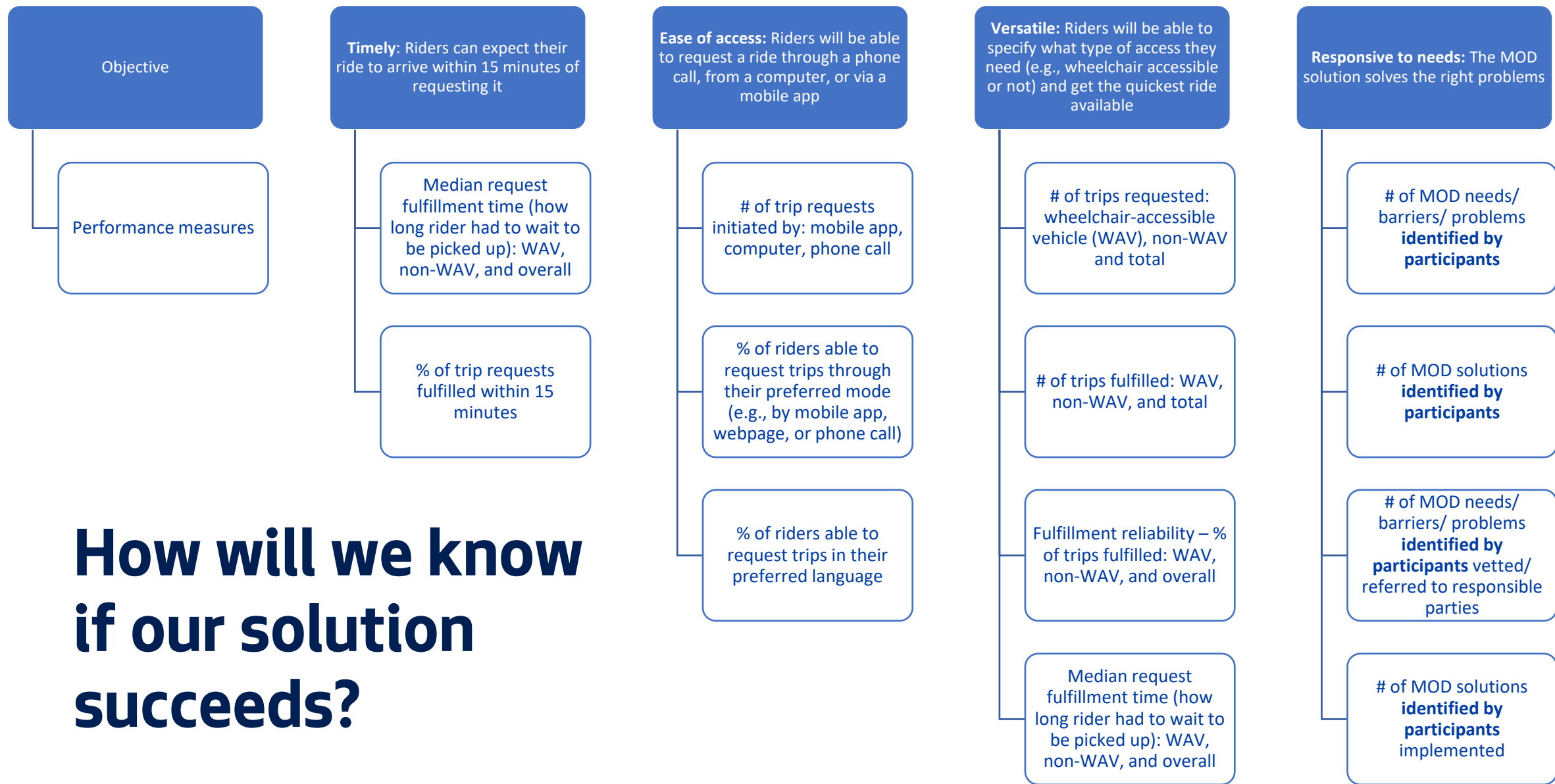
- **Include participants in all phases:** project management, planning, implementation, evaluation, etc.
- **Participants share decision-making:** input influences direction
- **Compensated:** pay participants for all hours they work in a timely fashion

Mobility on Demand Solution

- **Timely:** Riders can expect their ride to arrive within 15 minutes of requesting it.
- **Ease of access:** Riders will be able to request a ride through a phone call, computer, or mobile app; and in the language they most commonly communicate in.
- **Versatile:** Riders will be able to specify what type of access they need (e.g., wheelchair accessible or not) and get the quickest ride available.
- **Affordable:** The ride to transit will be included in the cost of riders' transit tickets/passes.

How will we know if our planning process succeeds?





How will we know if our solution succeeds?

Draft MOD objectives + discussion

- **Timely:** Riders can expect their ride to arrive within 15 minutes.
- **Ease of access:** Riders will be able to request a ride through a phone call, computer, or mobile app; and in the language they most commonly communicate in.
- **Versatile:** Riders will be able to specify what type of access they need (e.g., wheelchair accessible or not) and get the quickest ride available.
- **Affordable:** The ride to transit will be included in the cost of riders' transit tickets/passes.
- **Responsive to needs:** The MOD solution solves the right problems.
- **Safety/rider experience:** Riders feel safe and dignified using this option.

Discussion:

- Feedback on these drafts?
- What other categories of objectives?
- What do we want to prioritize?

Stakeholder engagement

Review: What questions do we still have?

What questions?

- How much would you be willing to pay for a door to door transit service? How should rates be determined (e.g., \$1/minute)?
- What does inclusivity mean to you?
- What would make transportation easier for you?
- What are some current barriers you face?
- Would you use public transportation if X happens? Why or why not?

Who would we ask?

- Focus populations (older adults and people with disabilities)

Review: What questions do we still have?

What questions?

- What are barriers that you feel cause difficulties for disabled riders? Older riders?
- What are their complaints?
- What are some specific changes that could be made to improve/ enhance the transportation for disabled riders? Older riders?

Who would we ask?

- Transit drivers/operators
- Metro Access staff

Stakeholder engagement survey: Centralized dispatch for WAVs

- WAV = Wheelchair-accessible vehicle
- Lachen to introduce the survey
- Steering committee members invited to provide initial feedback on draft questions – anything to add (that might fit in this survey)?
- Holding a separate **optional** meeting for deeper discussion later this week (Thursday, 6/24, 4:30-5:30pm)

Logistics & Next Steps

- Please fill out **two surveys** by end of this week (**June 25**)
 - Feedback form: <https://www.surveymonkey.com/r/June-IMOD>
 - Subcommittee preferences: <https://www.surveymonkey.com/r/July-Subcommittee-IMOD>
- Next meeting tentatively scheduled for **July 20**
- Please review our webpage!
 - <http://www.seattle.gov/transportation/projects-and-programs/programs/inclusive-planning-for-mobility-on-demand>
 - Send feedback to Lizzie.Moll@seattle.gov
- Compensation agreements all signed! 🎉 Monthly invoicing:
 - Use invoice template to record time spent this month, submit at end of month

Questions?

Margo Dawes | Margo.Dawes@seattle.gov

Kiana Parker | Kiana.Parker-C@seattle.gov

<http://www.qa.seattle.gov/transportation/projects-and-programs/programs/inclusive-planning-for-mobility-on-demand>